



## Caring for you while you're caring for others

RCN Member Support Services provides members with emotional and practical support. If you are facing issues at home or at work, we are here for you.

The RCN Member Support Services team offers:

- telephone career coaching
- telephone counselling
- immigration advice
- peer support for disability issues
- welfare rights and guidance
- Lamplight Support Service – providing financial guidance, benefits advice, income maximisation and grant assessments.

We offer free, confidential advice, representation and support. We work closely with regional offices and legal services to ensure that RCN members are fully supported.

# Careers service

The RCN careers service offers a wide range of helpful resources at [www.rcn.org.uk/careers](http://www.rcn.org.uk/careers)

You can access online advice on:

- how and where to search for jobs
- tips for writing a perfect CV
- job applications with supporting statements
- interview skills, techniques and sample questions
- what to do if you are at a career crossroads
- how to approach a new employer following dismissal, a poor reference or NMC referral.

For those members who need additional guidance, we offer telephone careers coaching.

*“Very helpful service. So much so that I got a new job at an interview within weeks – I had been unsuccessful for over a year at interview. Thank you.”*



# Telephone counselling service

The counselling service is free of charge and provides confidential, brief therapy for work-related issues and personal problems.

Our counsellors can help you with issues such as:

- depression and low mood
- stress and anxiety
- raising confidence and self-esteem
- bullying and harassment
- relationship issues
- bereavement and loss
- effective coping strategies
- work-life balance and self-care.



*“ I had experienced great distress without any professional support until I engaged in counselling. The counsellor was very good at helping me to see my situation differently, and to be kinder towards myself. It was a big step towards making positive changes. ”*

# Immigration advice service

The immigration advice service offers expert guidance from experienced immigration solicitors, so you can get support without running up costly legal bills.

Our immigration solicitors can help you with:

- extensions and changes to current visas
- European Economic Area (EEA) applications
- situations where your immigration status is unclear
- settlement applications such as Indefinite Leave to Remain (ILR) and permanent residency (PR)
- appeals, when appropriate
- legal advice and clarification of immigration law pertaining to employment issues such as suspension, dismissal and redundancy.

*“ I was impressed by the highly professional service I received. I was kept informed of new developments and appreciated the respect, courteousness and confidentiality applied. This case was particularly difficult and sensitive but it was expertly handled. ”*



# Peer support service

The RCN peer support service links members together to give and receive support on ill health and disability issues.

This service can help you by:

- connecting you with other members who have shared experiences, by either phone or email
- working with you on disability-related guidance and policies, to positively change perceptions of health care professionals with impairments
- providing practical advice on working with a disability.

 0345 772 6100  [www.rcn.org.uk/peersupport](http://www.rcn.org.uk/peersupport)

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## Welfare service

The RCN welfare service provides confidential expert advice and representation to help you find solutions to the following issues:

- money and debt worries: by providing free regulated debt advice
- disputing DWP benefits decisions: by assisting you to put a case to a tribunal
- benefits overpayments: by challenging liability or negotiating repayments
- mortgage and rental arrears: by assisting you to negotiate repayments to your mortgage company or landlord.

*“ Due to my illness, I had fallen behind with my mortgage payments. The welfare service helped me negotiate a repayment plan. ”*

# Lamplight Support Service



LampLight  
support service

We are here for past and present nurses, midwives, health care assistants, assistant practitioners and eligible student nurses in challenging financial circumstances. We understand that everyone's situation is different, so we tailor our support to your needs.

Our services include:

- advice on eligibility for welfare benefits and tax credits
- guidance on income maximisation
- assessment for hardship grants
- referrals to appropriate agencies.

We are here to support the nursing community in times of need. Call from 8.30am-8.30pm, Monday to Friday to arrange an assessment.

*“ I’m so happy and grateful for the service provided. It has been a huge weight taken off my shoulders. ”*



# Contact us

To access any of the services outlined in this leaflet, please call **0345 772 6100** from 8.30am-8.30pm seven days a week, or visit [www.rcn.org.uk/MSS](http://www.rcn.org.uk/MSS) or [www.rcn.org.uk/get-help](http://www.rcn.org.uk/get-help)



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